



# Arizona State Retirement System

3300 North Central Avenue, Phoenix, AZ 85012  
WWW.AZASRS.GOV

## **Special Notice** **Call Center hours to change**

### **Member Services Advisory Center**

Phoenix (602) 240-2000

Tucson (520) 239-3100

Toll-free (800) 621-3778

June 28, 2007

### **ASRS Call Center returns to normal hours**

After a one-month trial period in which the ASRS extended the hours of its call center, we will return to our normal hours of 8 a.m. to 5 p.m., Monday through Friday, beginning July 2.

During the month of June, the ASRS extended the hours of its call center to 7 a.m. to 5 p.m. for a trial period to evaluate call volume and determine whether the earlier hours will become a permanent change. The ASRS will now evaluate the data from the trial period, and make a determination if opening the call center an hour earlier is feasible.

The ASRS handles approximately 18,000 calls a month with a staff of 27 trained advisors.

ASRS offices, including the walk-in centers in Phoenix and Tucson and our telephone services, will continue to keep regular hours of 8 a.m. to 5 p.m., Monday through Friday, excluding holidays.

### **ASRS Member Services Advisory Center:**

8 a.m. – 5 p.m.  
Monday thru Friday

Metro Phoenix (602) 240-2000

Metro Tucson (520) 230-3100

Outside Metro areas (800) 621-3778

TTY for hearing impaired (602) 240-5333